

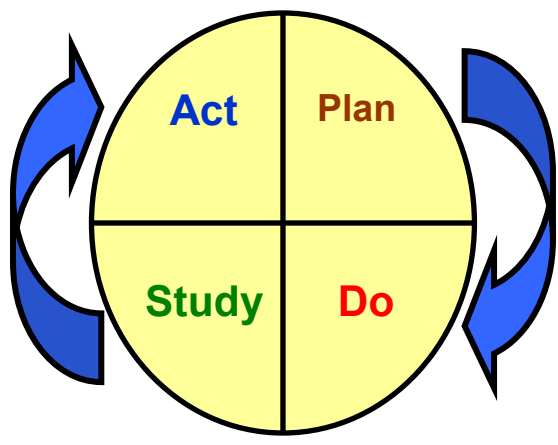
Berrien RESA Parents as Teachers

Home Visiting Program Model: Parents as Teachers (PAT)  
Counties Served: Berrien County, MI  
Population Served: 20% Universal Services and 80% At-Risk Services

CQI Team Members:

Kerenda Applebey, Team Leader  
Mary Ann Graves, Team Member  
Susan Haselhoff, Team Member  
Anne Krieger, Team Member  
Yailin Contreras, Team Member  
Susan Parlak, Team Member

Quality Improvement Story Board  
Increasing Annual Service Dosage



Plan  
Identify an Opportunity and Plan for Improvement

1. Getting Started

The Home Visiting Quality Improvement Collaborative (QIC) examined individual and collective data and identified a group problem.

Problem Statement

Families are not receiving the number of home visits that they should.

2. Assemble the Team

The Berrien PAT Team was selected based on experience with an emphasis on representing all aspects of the program. The team included the Program Coordinator, four Parent Educators (the most experienced from each regional office and the one who serves Spanish speaking families), and the Group Coordinator. All team members expressed interest in being selected to be on the team.

Final Aim Statement:

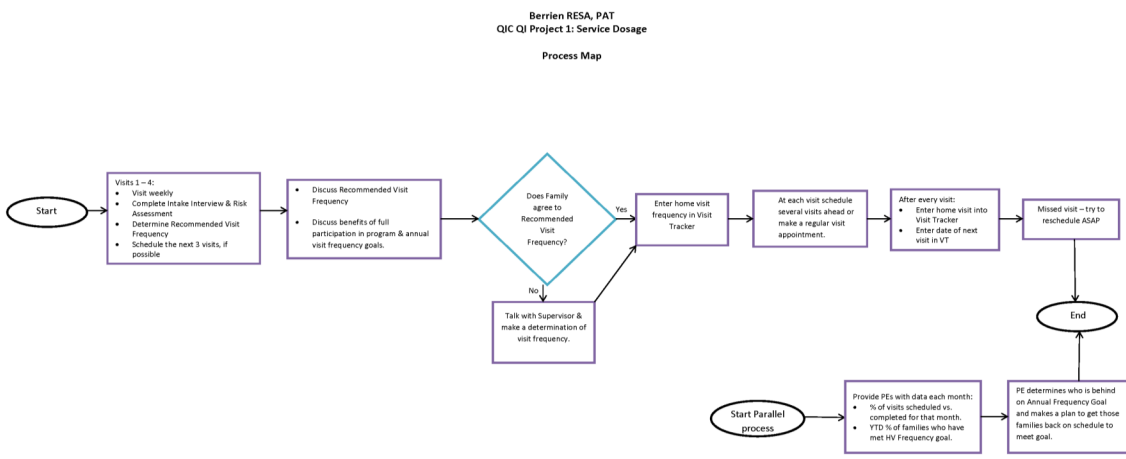
By May 14<sup>th</sup>, 2013 the QIC will increase by at least 5% the number of families that receive the number of visits they should.

3. Examine the Current Approach

By developing a map of the current process used to enroll program families, the team found many program strengths:

- Clear guidelines regarding how many visits each family should receive.
- System for scheduling next visit at current visit.
- Strong relationships with most clients so that they would be notified when there was a need for a missed visit and/or respond to efforts to communicate regarding the rescheduling of missed visits.

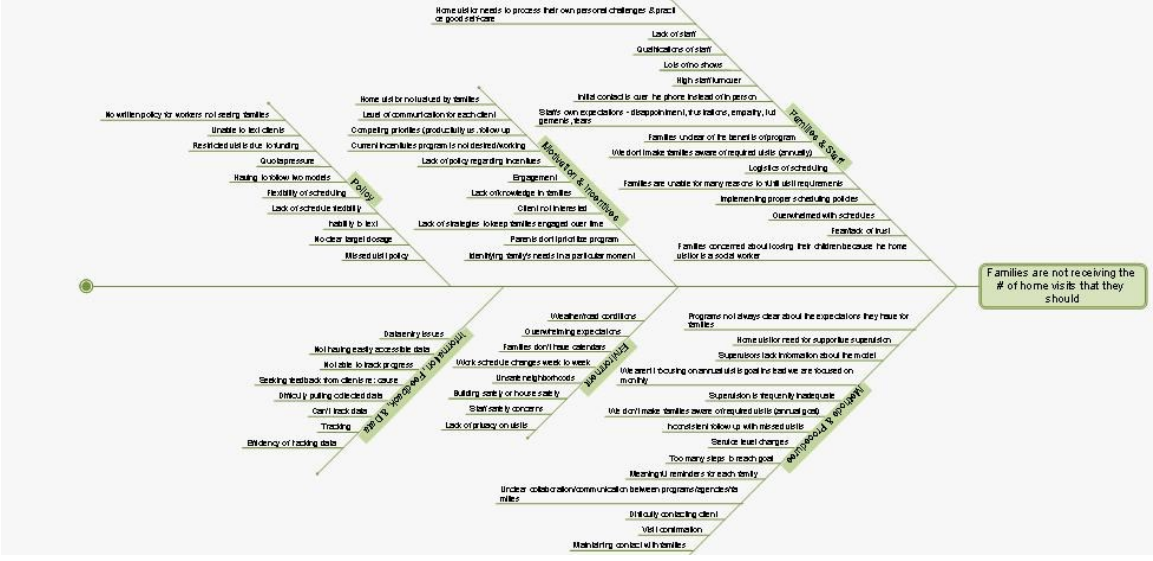
Process Map



The team also determined that the probable root causes for not meeting annual visit frequency goals included:

- Not talking with families at intake regarding the annual visit goals and the reasons for those goals.
- Not taking the opportunity when possible to schedule several visits in advance of current visit.
- Not being aware as individual Parent Educators and as a whole program on the data each month regarding progress toward meeting annual visit goals.

Fishbone Diagram

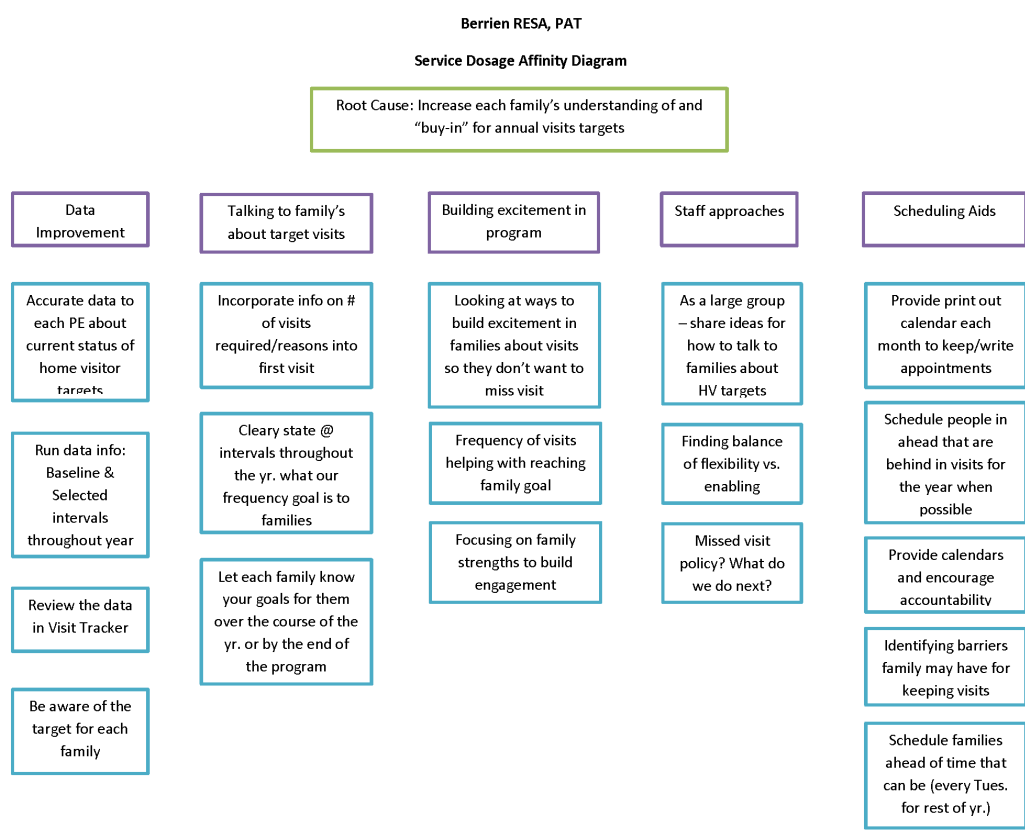


4. Identify Potential Solutions

The team determined five categories of potential solutions (see diagram) based on the root cause of the problem. It was determined that the first steps should include:

- Communicating with all program staff about this issue and process.
- Making sure that everyone understood the annual frequency goals.
- Collecting data as a whole program and also for individual Parent Educators and their caseloads.
- Talking with each current family about the annual visit goal and the possibility of meeting it by the end of June 2013.

Affinity Diagram



5. Develop an Improvement Theory

The team decided to look closer at the data and then to talk with families about the importance of getting in all the visits they are entitled to receive.

Improvement Theory

If we identify current families who have the potential to meet the annual visit frequency goal and talk with those families, then we will increase the number of families who meet the annual visit goal.

Do  
Test the Theory for Improvement

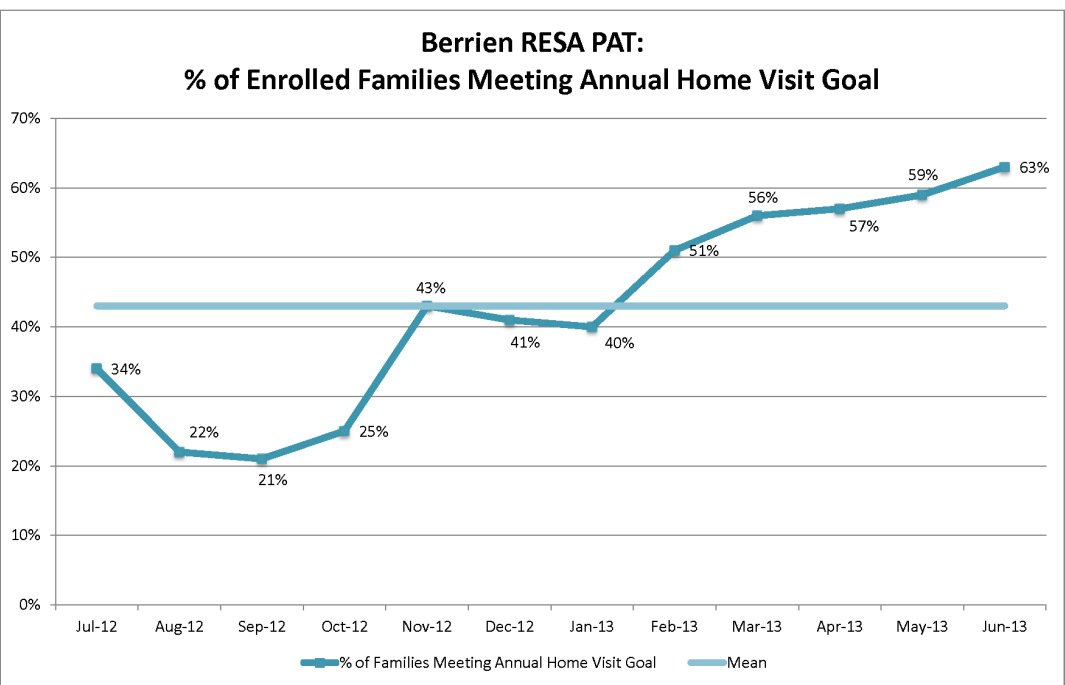
6. Test the Theory

- All staff participated in testing the theory.
- Staff met and shared ideas regarding how to talk with families about the annual visit goals and the possibility of increasing visits in order to meet those goals.
- Staff talked with enrolled families at their next scheduled home visit about annual visit goals in order to develop a plan for meeting the goal.

Study  
Use Data to Study Results of the Test

7. Study the Results

The test was very successful! As a team Berrien PAT improved the percentage of families who were on track to meet their annual goal from 51% to 63%.



Overall, the team learned much through this project, including:

- The importance of annual goals.
- To be reflective regarding families who are not meeting goals.
- The TEAM matters – it is a team goal.

As a whole, the staff were surprised with the openness and enthusiasm most families expressed at meeting the annual goal.

Act  
Standardize the Improvement and Establish Future Plans

8. Standardize Improvement Theory or Develop New Theory.

The project was a huge success! Berrien PAT will continue the practice of tracking annual goals on a permanent basis. A simple tracking tool has been developed to use to track individual family progress on an ongoing basis. Additionally, the team will continue to look at the goal monthly.

9. Establish Future Plans

The team celebrated by getting team t-shirts that say "We Improved 23.91%!" and will wear them proudly to opening day of the new school year. Moreover, the team will present the data to the Berrien RESA School Board in the Fall, 2013.